

ITS Manual

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1. OBJECTIVES OF THIS TRAINING SESSION

After this session, you will be able to:

- log on and off from the Integrator system
- navigate to menu's / options
- navigate by using the mouse and / or the keyboard in an Oracle form
- build / remove / re-arrange functions
- print reports

2. INTEGRATOR OVERVIEW

ITS Integrator system is fully web-enabled and can be accessed via an Oracle compatible browser (e.g. Internet Explorer or Netscape). The product operates on a browser-based platform with a full Windows™ “look and feel” to the product. Direct access to fields on blocks is gained through use of the mouse.

3. HOW TO LOG IN AND OUT ITS INTERGRATOR

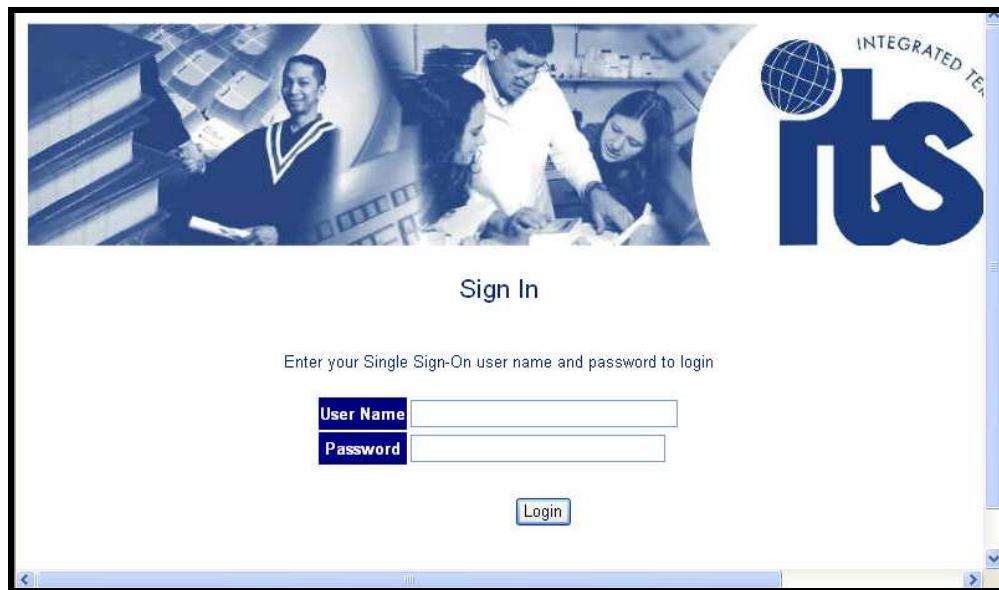
3.1. HOW TO LOG INTO THE SYSTEM

STEP 1

Load Internet Explorer or Netscape Navigator by double clicking on the applicable icon. Enter the web address for the ITS Integrator. The following screen will display:

Back Office: <http://kastane.dcu.ie:7778/forms/frmservlet?config=int1test>

Student Web: http://talwar.dcu.ie:7771/pls/int1test/w99pkg.mi_login

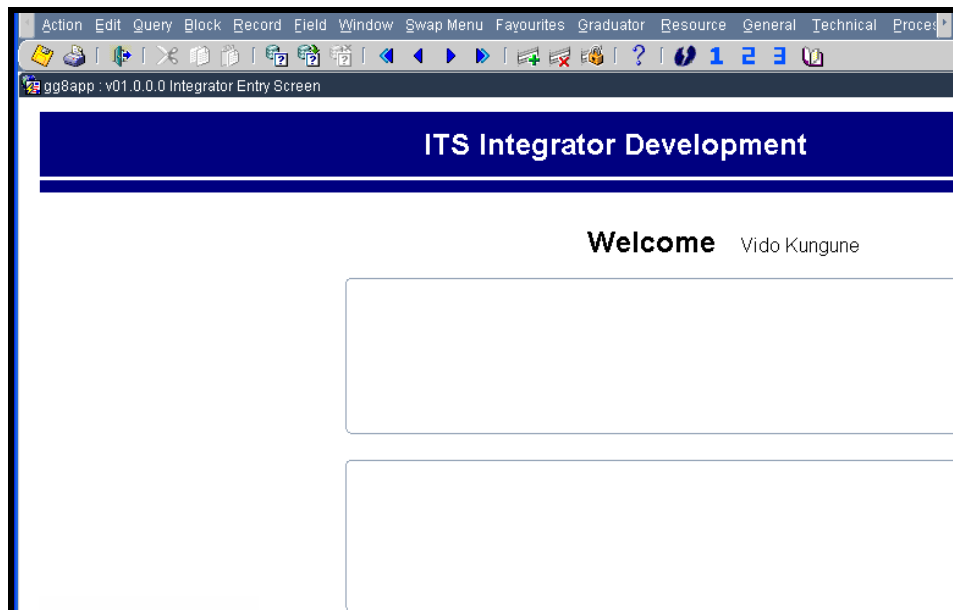


STEP 2

- Type your user name in the field Your User Name. This user Name is as defined on option {USERS-5}. Remember that this field is case sensitive and the user Name is likely to be all in lowercase letters.
- Type your password as defined on {USERS-5} in the field **Password**.
- Click on the **Login** button.

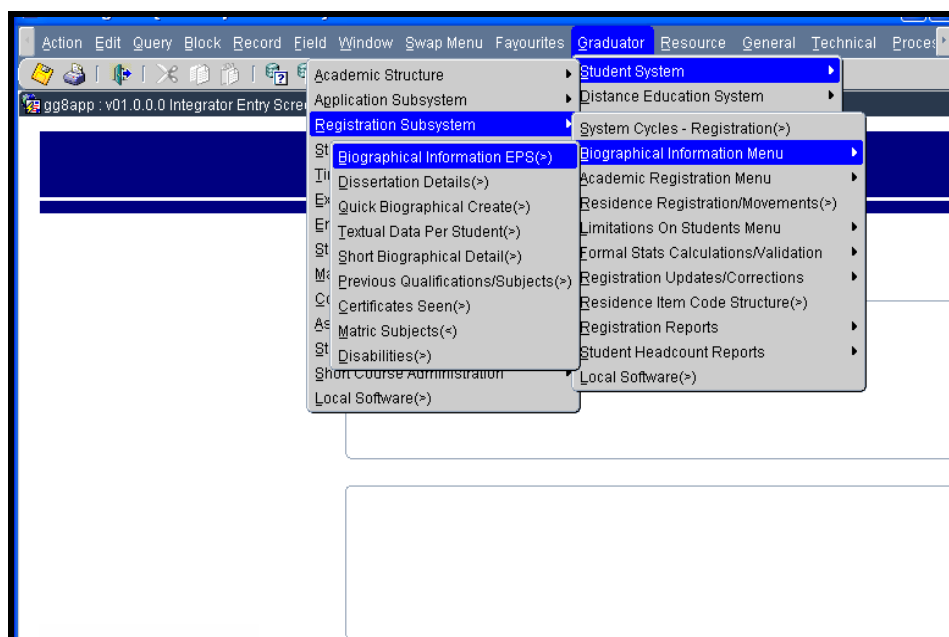
Note: When defining the password, the user will not be able to do the following:

- Have a non-alphabetic character as the first character
- Use the username as the password
- Use the reverse spelling of your username as the password
- If you have used SSO (Single Sign On) then the screen like the example below will be displayed



This screen will give the user access to the Menu Bar and the tool bar as displayed at the top of the screen. The menu bar may then give access to EPS (Entry Point Screen) User can then chose to operate the system using either of them. (More information on menu bar and tool bar on section 5 below.

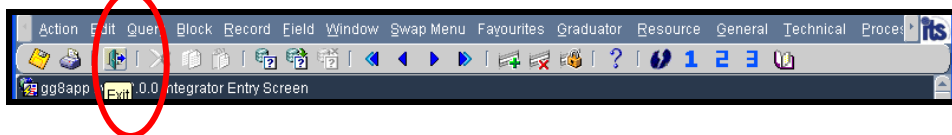
On Graduator (student system) for instance the student biographical information screen may be used as Entry Point Screen and access to it can be gained through mouse navigation on the menu bar.



3.2. HOW TO LOG OUT OF THE SYSTEM

To exit from ITS Integrator, one of the following methods can be used:

- Click on the **GREEN DOOR** icon that represents **EXIT**



- Use the option **ACTION – EXIT** from the menu bar



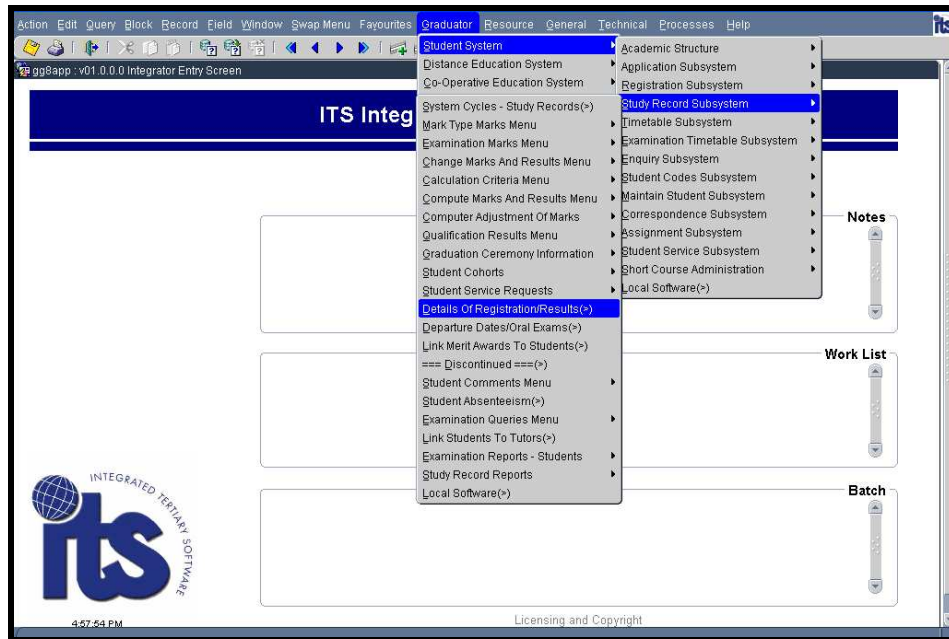
- Press F4 on the keyboard to EXIT

Notes

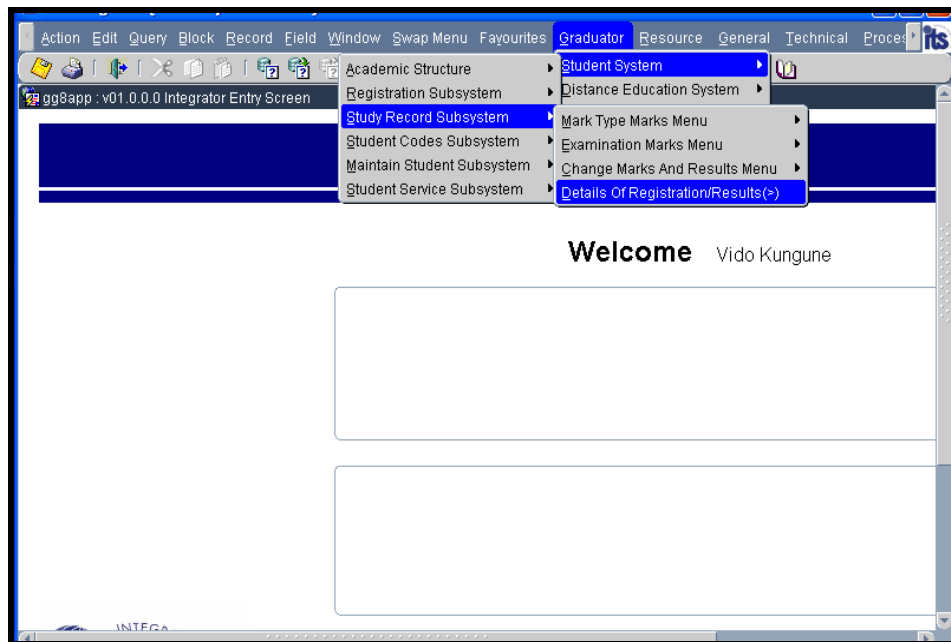
4. MENU NAVIGATION

4.1. MENU STRUCTURE

Access to specific menu's or options can be done through mouse navigation. Click on the system to be used on the menu bar at the top of the screen and navigate through the systems as shown on the example below:



Graduator example to access Student Registration /Results Details, which is part of Student Study Records Subsystem:



To access the option, either CLICK on the option name or hit the ENTER key on your keyboard when the mouse is the option desired. For more subsystems to be displayed CLICK on the word <<MORE>>

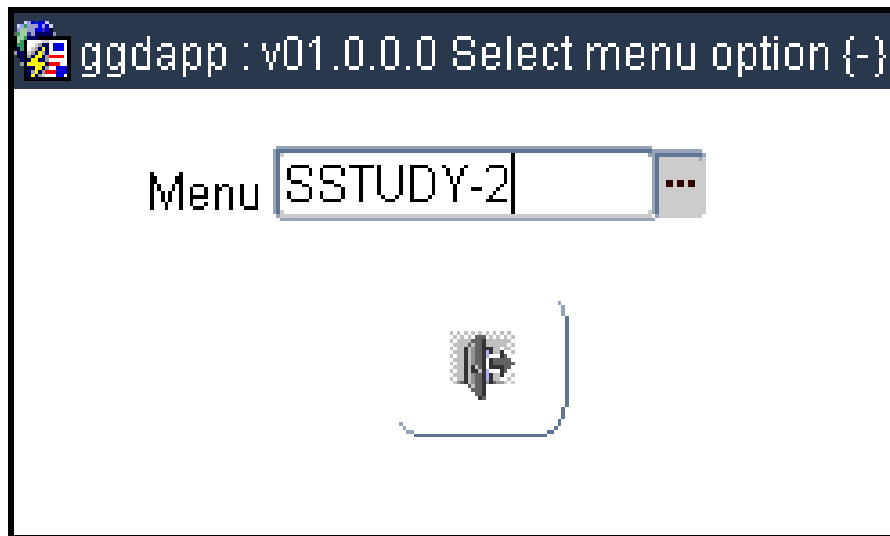
Notes

There is also a button available on the tool bar for a quick access to a specific menu as displayed below



CLICK on the button, type the menu name on the command input box and ENTER. List of values is also available for menus that can be used For list of values **CLICK** on the list of value button or hit CTRL Lon the keyboard

4.2. COMMAND INPUT BOX

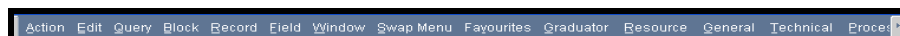


5. NAVIGATION OPTIONS

Navigation can be done through the use the mouse or keyboard shortcut keys. The mouse can be used on the following navigation options:

5.1. MENU BAR

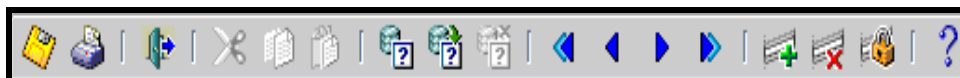
The menu bar at the top of the screen works in the same way as any menu in a Windows application. You may point to the word and click your MOUSE BUTTON to access the menu, or press the ALT KEY and tap the underlined key.



5.2. TOOLBAR

The toolbar gives you shortcut icons for commands. Notice that some of the icons are “greyed out”, **this means that the command is not active in the particular screen.** For example, you cannot cancel a query that does not exist, so the CANCEL QUERY icon is greyed out until a query is entered.

If you are not sure what the icon represents you can point to the icon and a tool tip will display the name of the icon.



The more commonly used icons are briefly described on the next page:



Save: will commit or save your changes.



Print: will print the SCREEN. Note that this icon is NOT used for reports.



Exit: You use this icon to exit one menu at a time and to logout out of the system.



Cut:



Copy



Paste



Enter Query:



Execute Query:



Cancel Query



Previous Block, and Next Block: When ITS reads from different tables in the database it displays these on screen in “blocks”. To move between one table and another you need to click on the “next block” or “previous block” icons.



Previous record, and Next Record: Will allow you to move from one record to the next e.g. one student to the next



Insert Record, and Remove Record:



Help:

5.3 KEYBOARD

If you are not comfortable using the icons at the top of the screen, the following shortcut keystrokes can be used:

Function	Key	Function	Key
Block Menu	Ctrl B	List Tab Pages	F2
Clear Block	F7	Next Block	Shift Page Dwn
Clear Field	F5	Next Field	Tab
Clear Form	F8	Next Primary Key	Shift F7
Clear Record	F6	Next Record	Down arrow
Commit/Save	Ctrl S	Next Set of Records	Shift F8
Count Query	F12	Previous Block	Shift Page Up
Delete Record	Ctrl +Up arrow	Previous Field	Shift Tab
Display Error	Shift Ctrl E	Previous Record	Up arrow
Down	Down Arrow	Print (screen)	Ctrl+P
Duplicate Field	Shift F5	Return	Enter
Duplicate Record	Shift F6	Scroll down	Page Down

Edit	Ctrl E	Scroll Up	Page Up
Enter Query	F11	Show Keys	Ctrl K
List of Values	Ctrl L	Up	Up arrow
Execute Query	Ctrl F11	Update record	Ctrl + U
Insert Record	Ctrl Down arrow	Exit	F4

6. USER BUTTONS

If you use a specific menu option regularly you may prefer to have your own button as a shortcut.

6.1. CREATING YOUR OWN USER BUTTONS



- Open menu option required
- then CLICK on Favourites on the menu bar and
- CLICK on ADD, the user button with a number will be create on the tool bar which will remain for us in subsequent logins.

Notes

6.2. EDIT THE DESCRIPTION OF THE USER BUTTONS

- CLICK on Favourites on the menu bar and CLICK on Edit and the Maintain Favourites block will be displayed as per example below

The screenshot shows the 'Maintain Favourites' window in the g09app application. The window has a menu bar with 'Action', 'Edit', 'Query', 'Block', 'Record', 'Field', 'Help', and 'Window'. Below the menu bar is a toolbar with various icons. The main area of the window is titled 'Maintain Favourites' and contains two entries for user buttons. Each entry has a 'Favourite Seq' field, a 'Menu' field, an 'Option' field, and a 'Favourite Description' field. The first entry has 'Favourite Seq' 2, 'Menu' SACAD, 'Option' 1, and 'Favourite Description' 'Maintain Academic Structure'. The second entry has 'Favourite Seq' 3, 'Menu' SSTURL, 'Option' (empty), and 'Favourite Description' 'STUDENT INFORMATION SYSTEM - C'. Each entry has a 'Show Icon' checkbox which is checked.

6.3. DELETE OR REMOVE A USER BUTTON

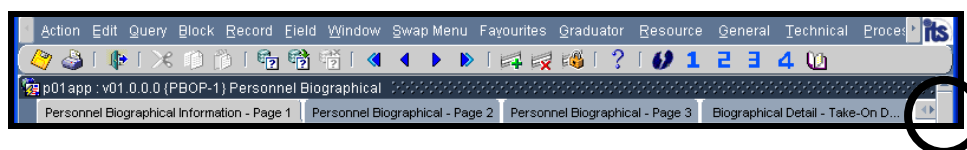
- On the Maintain Favourite block as indicated above scroll to the record of the button to be deleted.
- CLICK on Record Remove and Save

6.4. CHANGE THE ORDER OF THE BUTTONS

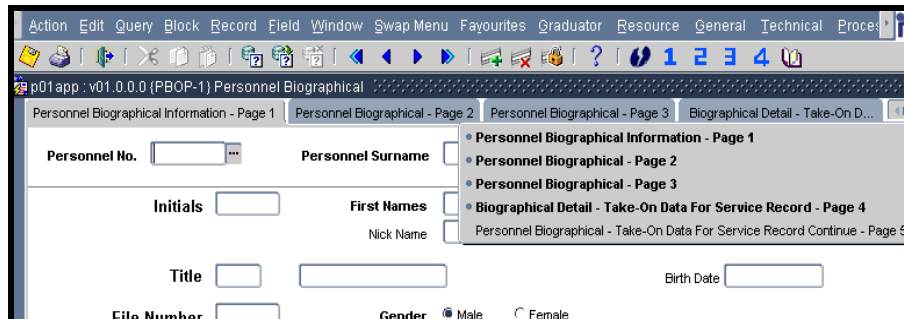
7. OPTION NAVIGATION

7.1. TABS

If all the applicable information cannot be displayed on one screen each subsequent section of information is displayed as a “tab” at the top of the screen.



Notice that the arrows on the extreme right hand side indicate if there are more pages available to the right or left of the ones displayed. Clicking on the arrow pointing to the right will result in a drop down menu of the other tabs available in this option. CLICK on the page you require and it will display on your screen.



7.2. BLOCKS

“Blocks” normally refers to information that is drawn from different tables within ITS. Blocks are normally hidden one below the other but where two blocks are displayed on the same screen then the blocks are enclosed in a thin line showing it is information from two different tables. The NEXT BLOCK and PREVIOUS BLOCK commands must be used to move between blocks.

8. TYPES OF BUTTONS

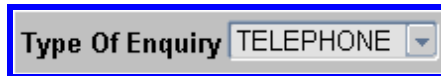
8.1. RADIO BUTTONS

Radio buttons are used to indicate that the user must select one of two options on an either / or basis.



8.2. DROP DOWN LIST

A square with an arrow pointing down indicates a DROP DOWN LIST of predefined parameters is available, e.g. marital status or type of enquiry.

A screenshot of a software interface element. It consists of a rectangular box with a blue border. Inside the box, on the left, is the text 'Type Of Enquiry' in a bold, black font. To the right of this text is a dropdown menu. The dropdown menu is currently open, showing the word 'TELEPHONE' in a standard black font. To the right of the text in the dropdown is a small downward-pointing arrow icon.

8.3. LIST OF VALUES

A square with no picture indicates that a list of predefined values is available. This is user-defined values.

A screenshot of a software interface element. It consists of a rectangular box with a black border. Inside the box, on the left, is the text 'Matric Type' in a standard black font. To the right of this text is a small square icon with three dots inside. To the right of the icon is a text input field.

9. ONLINE HELP

To access the section of the user manual, available for the specific option, the user will open the option through the menu bar. CLICK on Help and then on ITS Help. This can be printed on your local printer or just used as reference. After completion, the window can be closed to continue on Integrator.

NB. Where the items on the menu bar are more than they can be displayed on one screen there will be a little arrow on the right hand side of the menu bar to indicate that.

10. REPORTS

There are two types of reports that can be run:

- RDF reports
 - C/SQL reports
-
- ❖ Reports can be re-generated using different selection criteria without having to revert back to the report menu.
 - ❖ Each generated report has unique “Sequence/Request” number - input criteria retained per “sequence/request” number.
 - ❖ List function available on selection criteria.

10.1. RDF REPORTS

Most of the RDF reports can be generated in different formats:

- PDF (Portable Document Format) is default format
 - PDF's requires Acrobat Reader (Resides on client PC, opens automatically, no license fees)
 - PDF is an image, cannot be changed, sections cannot be copied or cut from report. Full PDF can be copied
- Other Formats – Comma Delimited, HTML, HTML style Sheet, RTF and XML
- Comma delimited reports can be converted to Excel, Word, etc.

10.2. C/SQL REPORTS

- Acrobat Reader not used to view reports
- Content can be copied, cut, etc. directly from the report
- All other general report features are applicable

11. UPDATE USER ACCESS

This option was created to link the users to tables. This must be done over and above the function linkage of {USERS – 3} when a new user is created or the users password has changed.

- Activate new users
 1. Create user on {USERS – 5}
 2. Link user to functions {USERS – 3}
 3. Run {USERS – 25}Systems ' Password: Manager (ITS)

For single user

Grants Only N

Keep SQL File Y

Run SQL File Y

Default / Temp Table space as agreed by DBA personnel
- User password changes
 1. If the user password was changed on {USERS – 5}, you MUST run {USERS –25} for the user, with Grants = Y.
- Activate new tables
 1. Choose Roles: Access Roles
 2. Enter system password

No "users" data is entered.

12. COMMON ACCESS CONTROL ERRORS

12.1. Introduction

This document lists 4 of the most common errors that a user can get when trying to log onto the system and how to handle them.

12.2. Errors

Each error will be listed with a description and what action to take.

12.2.1. Authentication

Failed

Sign In

Enter your Single Sign-On user name and password to sign in

Error: Authentication failed. Please try again

User Name	<input type="text" value="vaughn"/>
Password	<input type="password"/>

Exact text: "Authentication failed. Please try again"

Explanation: This means that an incorrect password has been entered. It could also mean that the user has forgotten his/her password.

Solution:

- Retype the correct password
- The system administrator should use {USERS-9} to give the user a new password.

12.2.2. Locked Account

Sign In

Enter your Single Sign-On user name and password to sign in

Error: Your account is locked. Please notify the system administrator

User Name	<input type="text" value="vaughn"/>
Password	<input type="password"/>

Login

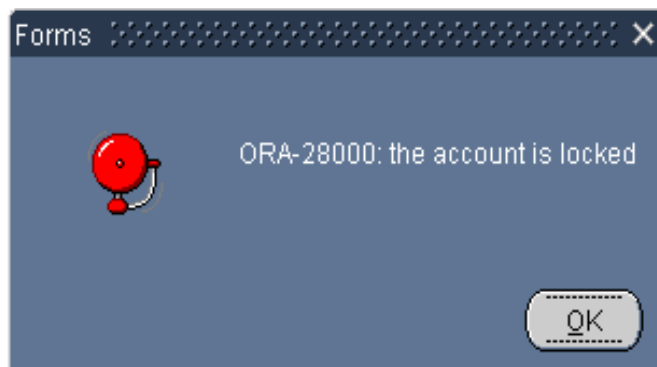
Exact text: "Your account is locked. Please notify the system administrator"

Explanation: The user has entered a password incorrectly too many times and now may not access the system at all. It may also be that the system administrator has locked the account manually via the single sign-on administration screens.

Solution:

- The system administrator should use {USERS-9} to unlock the account.

12.2.3. ORA-28000: the account is locked



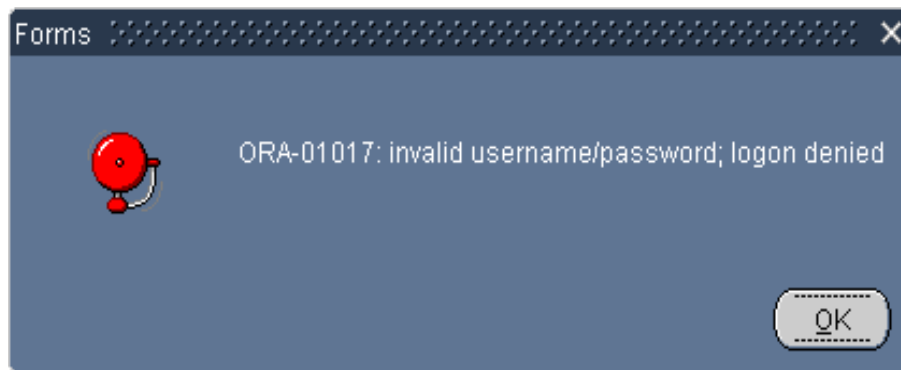
Exact text: "ORA-28000: the account is locked"

Explanation: The user's **oracle** account is locked and he/she may not access the oracle database.

Solution:

- The Oracle DBA will have to manually unlock the account using the command: "ALTER USER xxx ACCOUNT UNLOCK"

12.2.4. Invalid username/password



Exact text: "ORA-01017: invalid username/password; logon denied"

Explanation: The oracle password for the user that is stored against the Integrator resource differs from that which oracle has. This typically happens during a cloning of the database.

Solution:

- Use {USERS-5} to give the user a new oracle password.

Notes
